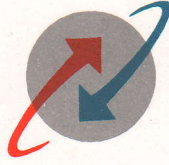


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भारत संचार निगम लिमिटेड  
( भारत सरकार का उद्यम )  
**BHARAT SANCHAR NIGAM LTD.**  
(A Government of India Enterprises)

अनुपम श्रीवास्तव  
अध्यक्ष एवं प्रबन्ध निदेशक  
**ANUPAM SHRIVASTAVA**  
Chairman & Managing Director

December 11, 2017

Dear Shri Prahlad Rai,

At the very outset, I would like to thank you for your kind invitation to join you during your Retirement Day related programme in Jaipur, which for my pre-occupancy with various meetings, could not be materialized.


However, I would like to take this opportunity to wish you a meaningful and peaceful retired life. I am sure you would continue to support BSNL for its financial up-liftment, an ongoing agenda for all of us still unfinished. I am thankful to you for your positive approach and accepting my calls from time to time to strengthen hands of BSNL management to attain our common goal of financial turnaround of BSNL.

In my opinion your greatest contribution; viz. SWAS (Service **With A Smile**) shall remain a milestone in the history of BSNL. This mantra alone has changed the perception and mind-set of our employees and boosted their self-confidence during most difficult times BSNL ever faced. I cherish many productive meetings we have had over the years and with your cooperation a more harmonious atmosphere was maintained between BSNL top management and AIBSNLEA.

I once again wish you meaningful retired life ahead.

With best wishes,

Yours sincerely,

  
(Anupam Shrivastava)

Shri Prahlad Rai,  
General Secretary,  
AIBSNLEA.